



AFTER Program Policies & Procedures

Our programs welcome people of all abilities to participate! Experienced staff will work with families and individuals to understand the needs of each participant and develop safe and effective adaptations. We will make every effort to make your loved one's participation a success. Please give us your suggestions on making our programs better for all participants.

REGISTRATION:

- Due to staffing needs and limited space in, registration is preferred 48 hours *prior* to an activity to secure a spot.
- Once registered, please make the commitment to attend the program that you have signed up for. Space is limited. Materials, reservations and staffing are also dependent upon the number of participants.

PAYMENT:

- Pay in person at the activity.
- Mail a check with list of activities to:
The Arc of Greater Haverhill-Newburyport
c/o AFTER Program
57 Wingate Street, Suite 301
Haverhill, MA 01832
Please make checks payable to: The Arc of GHN
- Pay online through the Donate button at the top right of our website: www.thearcofghn.org ***please make a note during payment or send an email to the AFTER Coordinator for the activity you are paying for and the participant's name***
- In cases of financial hardship scholarships may be available. Please contact the AFTER Coordinator regarding financial hardships to assist you.

Achieve with us.

57 Wingate Street, Suite 301, Haverhill, MA 01832 ▪ 4 Winter Street, Suite D, Newburyport, MA 01950
Phone: 978.373.0552 ▪ Fax: 978.373.0557 ▪ www.thearcofghn.org

Updated 8/18/2021

INTAKE: All participants must have an intake on file. Individuals may not participate in AFTER Program activities without an up-to-date form. Please contact the AFTER Coordinator for a form, if needed.

WAITING LISTS: Should your program of choice be full; you will automatically be placed on the waiting list without payment. The AFTER Coordinator will contact those on the waiting list, in order of placement, should an opening occur. Being placed on the waiting list does not guarantee enrollment into a program.

REFUNDS/CANCELLATIONS: You must notify The Arc of GHN at least two (2) days in advance of your cancellation in order to receive a refund. Refunds will not be granted for missed classes or for special events requiring advance purchase of tickets unless a replacement is found. Partial refunds are available if notice is given prior to the second week of a program (for multiple week programs). Credit or refunds will be granted if AFTER changes the location, time, or date of the program, which prohibits attendance or if the department cancels the program due to insufficient registration. All participants will be notified at least two (2) days prior to a program if there has been a cancellation, except in cases of inclement weather. Credit or refunds will be granted if the AFTER Program cancels a program.

Program schedules, fees, instructors, policies and procedures are subject to change. Occasionally, there may be an error in the day, times, fees or location. If so, everything will be done to correct the situation promptly! Thank you for your patience and understanding should these situations arise.

PROGRAM POLICIES: Please note the START and FINISH times of each program and plan accordingly. Please do not drop off participants more than 5 minutes early or pick them up late. No participant can be dropped off at a program without the activity leader present. A fee will be charged for any participant who is not picked up within the 5-minute limit.

QUESTIONS? CONCERNS?

Please contact Neala Mercier, AFTER Coordinator
(978) 373-0552 x233, or AFTER@TheArcofGHN.org

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